

Training Paths

BCLC has developed training for new Lottery Terminals tailored to two distinct roles within your Lottery site: **Managers** and **Staff**. The following sections provide a detailed outline of the required learning for both. The success of your store's readiness for the new Terminal launch depends on you and your staff's engagement with our Training program. Dedicate some time to watch the Videos and carefully read the Information Sheets in each section to ensure a complete understanding of the content. It is highly recommended to revisit the material multiple times to reinforce comprehension.

To get started, visit:

<https://www.bclcretailerhub.com/lotto-transformation/hospitality-network.html>



MANAGERS

BE PREPARED

Operational Disruptions

Information Sheets

- Operational Blackouts
- Advance Buy Roll Down

Getting Ready

Information Sheets

- SST – Features, Benefits and Installation Overview
- Readiness Checklist
- Hands-On Training Events

LOTTERY EQUIPMENT INSTALLATION & LOGIN

Videos

If your location is receiving a **Compact Terminal**:

- Installing Your Compact Terminal
- Loading Paper: Compact Terminal

If your location is receiving a **Lottery Terminal**:

- Installing Your Lottery Equipment
- Loading Paper: Lottery Terminal Printer

Information Sheets

- Lottery System Shutdown and Resumption Schedule
- Login on Launch Day
- Powering on the Equipment
- Equipment Overview
- Compact Terminal Paper Rolls

BACK-OFFICE TRAINING

Reporting

Videos

- The Reporting Feature

Information Sheets

- The General Terminal Report
- Last Transactions History
- General Terminal Report and Invoice
- Self-Serve Terminal Reporting

Payment Terminal Compliance

Information Sheets

- Payment Service Procedures



Call or Text Lottery Retail Support:
1-800-667-1649



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STAFF AND MANAGERS

LOTTERY TERMINAL TRAINING

Note: The Lottery Terminal and the Compact Terminal share identical user interfaces. Therefore, the training materials are applicable to either Terminal.

Using Your Terminal

Videos

- Lottery Terminal User Display
- The Cart

Information Sheets

- Receiving Pull Tabs Orders
- Lottery Terminal User Display
- The Cart On/Off
- Lotto Scanner
- Age Verification 19+
- Training Mode and Practice Activities
- Login Credentials

Online Games

Videos

- Selling Online Tickets
- Cancelling Online Tickets
- Validating Online Tickets

Information Sheets

- Online Ticket Features
- Selling Online Tickets
- Editing Online Tickets
- New Selection Slips
- Cancellation Rules
- Validating Free Play Prizes
- Prize Payout Levels
- Validation Scenarios
- Printing Draw Results

Self-Serve Terminal

Information Sheets

- Equipment Overview
- Purchasing a Ticket
- Editing the Cart
- Payment Options
- Validating a Ticket

If your location sells Scratch & Win, visit www.bclcretailerhub.com/lotto-transformation/retailer-network.html for Scratch & Win Training Videos and Information Sheets.



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